DOCUMENT RESUME

ED 473 318 CE 084 440

TITLE	Illinois Occupational Skill Standards: Banking Cluster.
INSTITUTION	Illinois Occupational Skill Standards and Credentialing Council, Carbondale.
SPONS AGENCY	Illinois State Board of Education, Springfield.
PUB DATE	2002-09-00
NOTE	140p.; Product developer was Tammy Haight. For other Illinois Occupational Skill Standards, see ED 443 016-034, ED 448 350-355, ED 454 375-377, ED 461 746-749, ED 465 055-057 and ED 465 112-113, ED 465 887 and CE 084 437-443.
AVAILABLE FROM	Curriculum Publications Clearinghouse, Western Illinois University Horrabin Hall 46, 1 University Circle, Macomb, IL 61455-1390. Tel: 800-322-3905 (Toll Free); Fax: 309-298-2869; e-mail: CPC@wiu.edu Web site: http://www.standards.siu.edu/. For full text: http://www.standards.siu.edu/ books/pdf/Banking_Cluster.PDF.
PUB TYPE	Guides - Non-Classroom (055)
EDRS PRICE	EDRS Price MF01/PC06 Plus Postage.
DESCRIPTORS	Academic Standards; Adult Education; *Banking; Behavioral Objectives; Business Education; Competency Based Education; *Credit (Finance); Employment Qualifications; Finance Occupations; *Financial Services; *Job Skills; Occupational Clusters; Office Occupations; Performance; Performance Based Assessment; Postsecondary Education; Program Content; Secondary Education; *State Standards; Student Evaluation
IDENTIFIERS	Bank Tellers; *Customer Services; *Illinois; Lenders (Finance); Proof Operators

ABSTRACT

These Illinois skill standards for the banking cluster are intended to serve as a guide to workforce preparation program providers as they define content for their programs and to employers as they establish the skills and standards necessary for job acquisition. They could also serve as a mechanism for communication among education, business, industry, and labor. An introduction provides a sample format, occupational earnings and employment information, and performance skill levels, a table that cross references performance skills to these occupations: (1) proof operator; (2) teller; (3) customer service representative; (4) personal banker; and (5) loan officer. Each skill standard contains these components: performance area; coding that identifies the state, fiscal year in which the standard was endorsed, subcouncil abbreviation, cluster abbreviation, and standard number; conditions of performance; work to be performed; performance criteria; performance elements; and performance assessment criteria, including product and process. The 56 skill standards are categorized into 8 areas: paying and receiving functions (20 standards); balancing functions (3); proof operations (5); customer service (9); advanced customer service (7); lending (3); consumer lending (5); and mortgage lending (4). (YLB)

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ILLINOIS

OCCUPATIONAL SKILL STANDARDS

BANKING CLUSTER

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ILLINOIS OCCUPATIONAL SKILL STANDARDS

BANKING CLUSTER

Endorsed for Illinois
by the
Illinois Occupational Skill Standards
and Credentialing Council

A MESSAGE FROM THE ILLINOIS OCCUPATIONAL SKILL STANDARDS AND CREDENTIALING COUNCIL

Preparing youth and adults to enter the workforce and to be able to contribute to society throughout their lives is critical to the economy of Illinois. Public and private interest in establishing national and state systems of industry-driven skill standards and credentials is growing in the United States, especially for occupations that require less than a four-year college degree. This interest stems from the understanding that the United States will increasingly compete internationally and the need to increase the skills and productivity of the front-line workforce. The major purpose of skill standards is to promote education and training investment and ensure that this education and training enables students and workers to meet industry standards that are benchmarked to our major international competitors.

The Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) has been working with industry subcouncils, the Illinois State Board of Education and other partnering agencies to adopt, adapt and/or develop skill standards for high-demand occupations. Skill standards products are being developed for a myriad of industries, occupational clusters and occupations. This document represents the collaborative effort of the Financial Subcouncil, and the Banking Cluster Standards Development Committee.

These skill standards will serve as a guide to workforce preparation program providers in defining content for their programs and to employers to establish the skills and standards necessary for job acquisition. These standards will also serve as a mechanism for communication among education, business, industry and labor.

We encourage you to review these standards and share your comments. This effort has involved a great many people from business, industry and labor. Comments regarding their usefulness in curriculum and assessment design, as well as your needs for in-service and technical assistance in their implementation are critical to our efforts to move forward and improve the documents.

Questions concerning this document may be directed to:

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We look forward to your comments.

Sincerely,

The Members of the IOSSCC

Margaret Blackshere
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TABLE OF CONTENTS

Introduction

The Illinois Perspective vi
IOSSCC Requirements for Occupational Skill Standards viii
Sample Format ix
Occupational Earnings and Employment Information x
Assumptions xiv
Performance Skill Levels xv

Paying and Receiving Functions

Cash On-Us Foreign Check 1
Deposit Currency 3
Deposit Check 5
Exchange or Deposit Coin 7
Process Withdrawals 9
Wire Transfer of Funds 11
Order US Savings Bond 13
Cash US Savings Bond 15
Sell Traveler's Checks 17
Issue Cashier's/Official Check 19
Sell Money Orders 21
Accept Loan Payments 23
Accept Federal Tax Payments 25
Accept Utility Bill Payment 27
Process Cash Advance 29
Balance Automated Teller Machine (ATM) 31
Process Incoming Mail 33
Process Accounts Payable 35
Process Return Items 37
Process Business Deposits 39

Balancing Functions

Buy Daily Supply of Currency and Coin from Vault 41
Sell Currency and Coin to Vault 43
Perform End of Day Currency Balance 45

Proof Operations

Encode Items 47
Correct Encoding Errors 49
Correct Error on Deposit Slip 51
Empty Proof Machine Pocket 53
Locate Missing Item 55

Customer Service

Change Customer Address 56
Change Customer Name/Account Title 58
Add Co-owner or Authorized Signer to Customer Account 60
Respond to Customer Inquiries 62
Provide and Explain Information on Depository Products 64
Investigate and Resolve Customer Problems 66
Process Decedent Accounts 68
Rent Safe Deposit Boxes 70
Cross-sell Products and Services 72

TABLE OF CONTENTS

Advanced Customer Service

Open New Savings Account 74
Open New Checking Account 76
Reject New Account Application 78
Issue Certificate of Deposit 80
Close Savings Account 82
Close Checking Account 84
Place Stop Payment on Check 86

Lending

Identify Prospective Customers 88
Order and Evaluate Credit Reports 90
Maintain and Update Customer Loan Files 92

Consumer Lending

Explain Loan Options 94
Preapprove Customer 96
Approve Loan Application 98
Deny Loan Application 100
Prepare and Close Loan 102

Mortgage Lending

Preapprove Customer 104
Process Loan Application 106
Examine Suspended or Denied Loan 108
Set Closing Date and Time 110

THE ILLINOIS PERSPECTIVE

The Occupational Skill Standards Act (PA 87-1210) established the nine-member Illinois Occupational Skill Standards and Credentialing Council (IOSSCC). Members of the IOSSCC represent business, industry and labor and are appointed by the Governor or State Superintendent of Education. The IOSSCC, working with the Illinois State Board of Education, Illinois Community College Board, Illinois Board of Higher Education, Illinois Department of Employment Security and Illinois Department of Commerce and Community Affairs, has created a common vision for workforce development in Illinois.

VISION

It is the vision of the IOSSCC to add value to Illinois' education and workforce development system by developing and supporting the implementation of a statewide system of industry defined and recognized skill standards and credentials for all major skilled occupations that provide strong employment and earnings opportunities.

The IOSSCC endorses occupational skill standards and credentialing systems for occupations that

- require basic workplace skills and technical training,
- provide a large number of jobs with either moderate or high earnings, and
- provide career advancement opportunities to related occupations with moderate or high earnings.

Subcouncils and Standards Development Committees

Under the direction of the IOSSCC, and in cooperation with industry organizations and associations, industry subcouncils have been formed to review, approve and promote occupational skill standards and credentialing systems. The industry subcouncils are: Agriculture and Natural Resources; Applied Science and Engineering;* Business and Administrative Information Services; Communications; Construction;* Education and Training Services;* Energy and Utilities;* Financial Services; Health and Social Services; Hospitality; Legal and Protective Services;* Manufacturing; Marketing and Retail Trade; and Transportation, Distribution and Logistics. (*Indicates subcouncils identified for future development.)

Standards development committees are composed of business, labor and education representatives who are experts in the related occupational cluster. They work with the product developer to

- develop or validate occupational skill standards,
- identify related academic skills,
- develop or review assessment or credentialing approaches, and
- recommend endorsement of the standards and credentialing system to the industry subcouncil.

Expected Benefits

The intent of skill standards and credentialing systems is to promote investment in education and training and ensure that students and workers are trained to meet industry standards that are benchmarked to the state's major international competitors. Skill standards and credentialing systems have major benefits that impact students and workers, employers and educators in Illinois.

Student and Worker Benefits

- Help workers make better decisions about the training they need to advance their careers
- Allow workers to communicate more effectively to employers what they know and can do
- Improve long-term employability by helping workers move more easily among work roles
- Enable workers to help their children make effective academic and career and technical decisions

Employer Benefits

- Focus the investment in training and reduce training costs
- Boost quality and productivity and create a more flexible workforce
- Improve employee retention
- Improve supplier performance
- Enlarge the pool of skilled workers

Educator Benefits

- Keep abreast of a rapidly changing workplace
- Contribute to curriculum and program development
- Provide students with better career advice
- Strengthen the relationship between schools and local businesses
- Communicate with parents because educators have up-to-date information about industry needs

The IOSSCC is currently working with the Illinois State Board of Education and other state agencies to integrate the occupational standards with the Illinois Learning Standards which describe what students should know and be able to do as a result of their education. The IOSSCC is also working to integrate workplace skills—problem solving, critical thinking, teamwork, etc.—with both the Illinois Learning Standards and the Illinois Occupational Skill Standards.

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IOSSCC Requirements for Occupational Skill Standards

Illinois Occupational Skill Standards define what an individual should know and the expected level of performance required in an occupational setting. The standards focus on the most critical work performances for an occupation or occupational area.

Endorsed Occupations

Any occupational skill standards and credentialing system seeking IOSSCC endorsement must

- represent an occupation or occupational cluster that meets the criteria for IOSSCC endorsement, including economic development, earnings potential and job outlook;
- address both content and performance standards for critical work functions and activities for an occupation or occupational area;
- ensure formal validation and endorsement by a representative group of employers and workers within an industry;
- provide for review, modification and revalidation by an industry group a minimum of once every five years;
- award credentials based on assessment approaches that are supported and endorsed by the industry and consistent with nationally recognized guidelines for validity and reliability;
- provide widespread access and information to the general public in Illinois; and
- include marketing and promotion by the industry in cooperation with the partner state agencies.

Recognized Occupations

Occupations that do not meet the earnings criteria for IOSSCC endorsement but are part of an occupational cluster that is being developed may be presented for recognition by the IOSSCC. IOSSCC members encourage individuals to pursue occupational opportunities identified as endorsed occupations. Examples of occupations that do not meet the endorsement criteria, but have been recognized by the IOSSCC are Certified Nurse Assistant and Physical Therapy Aide.

Skill Standards Components

Illinois Occupational Skill Standards must contain the following components:

- Performance Area
- Performance Skill
- Skill Standard
- Performance Elements
- Performance Assessment Criteria

The IOSSCC further identified three components (*Conditions of Performance, Work to be Performed and Performance Criteria)* of the Skill Standard component as critical work functions for an occupation or industry/occupational area. The sample format for Illinois Occupational Skill Standards on the following page provides a description of each component of an occupational skill standard.

The sample format also illustrates the coding at the top of each page identifying the state, fiscal year in which standards were endorsed, Subcouncil abbreviation, cluster abbreviation and standard number. For example, the twenty-fifth skill standard in the Banking Cluster, which has been developed by the Financial Subcouncil, would carry the following coding: IL.02.FIN.BANK.25.

SUMMARY OF WORK TO BE PERFORMED. SUMMARY IS BRIEF AND BEGINS WITH AN ACTION VERB.

IL.FY.SUBCOUNCIL. CLUSTER. STANDARD NO.

PERFORMANCE AREA

SKILL STANDARD

CONDITIONS OF PERFORMANCE

A comprehensive listing of the information, tools, equipment and other resources provided to the person(s) performing the work.

WORK TO BE PERFORMED

An overview of the work to be performed in demonstrating the performance skill standard. This overview should address the major components of the performance. The detailed elements or steps of the performance are listed under "Performance Elements."

PERFORMANCE CRITERIA

The assessment criteria used to evaluate whether the performance meets the standard. Performance criteria specify product/outcome characteristics (e.g., accuracy levels, appearance, results, etc.) and process or procedure requirements (e.g., safety requirements, time requirements, etc.).

PERFORMANCE ELEMENTS

Description of the major elements or steps of the overall performance and any special assessment criteria associated with each element.

PERFORMANCE ASSESSMENT CRITERIA

Listing of required testing, certification and/or licensing.

Product and process used to evaluate the performance of the standard.

PRODUCT

Description of the product resulting from the performance of the skill standard.

PROCESS

Listing of steps from the Performance Elements which must be performed or the required order or performance for meeting the standard.

11

I. Developmental Process and Occupational Definitions

A. Developmental Process

After reviewing the current labor market information, the Financial Services Subcouncil recommended a banking cluster be an occupational area for which performance skill standards would be developed. This cluster meets the criteria established by the Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) for performance skill standard development, education and training requirements, employment opportunities, earnings potential and career opportunities. The careers identified in the banking cluster include proof operators, tellers, customer service representatives, personal bankers and loan officers. A product developer knowledgeable about banking began the process of performance skill identification. The product developer prepared an outline and framework designed to address the major skills expected in the workplace. The framework addresses skill requirements common to companies in the banking industry.

The subcouncil recommended the final skill standards product be presented to the IOSSCC. The IOSSCC reviewed the skill standards and met with the product developer, state liaison and chair of the subcouncil. Based on the review, the IOSSCC voted to endorse the banking cluster skill standards recognizing the occupation of Proof Operator.

1. Resources

Common and accepted references provided reinforcement for the direction given in the occupational framework. Those references included current texts used by educational institutions, curriculum guides from Illinois and other states and job descriptions from banking companies. Various people employed by banking companies were contacted. Those companies included Midwest Bank, Union Savings Bank, State Bank of Davis, Kent Bank and Fifth Third Bank.

2. Standards Development Committee

A standards development committee (SDC) composed of individuals who work in the banking industry was convened. The framework, initial outline, matrix and draft skill standards were presented to the SDC for review, revision, adjustment and validation. At a fourth and final meeting educators joined the SDC to review the skill standards for consistency in terminology and the assessment criteria for content.

B. Occupational Definitions

1. **Proof Operators** encode items using a proof machine. They must be able to locate and correct mistakes quickly. Proof operators bundle encoded items, prepare cash letters and send items to clearing agents. They must have good use of their hands.
2. **Tellers** are the primary initial contact at a bank. They conduct most of a bank's routine transactions. Their responsibilities generally include cashing checks, accepting deposits and loan payments and processing withdrawals. They may also sell savings bonds, accept payment for customers' utility bills and charge cards, process necessary paperwork and sell traveler's checks. Technology continues to play a large role in the job duties of all tellers. Computers often give tellers quick access to detailed information on customer accounts. Tellers can use this information to tailor services to

fit customer needs or to recommend an appropriate bank product or service. Because banks offer more and increasingly complex financial services, tellers in many banks are being trained to perform some functions of customer service representatives. They must have excellent communication skills, enjoy working with the public and possess a strong math aptitude. Tellers must be accurate and pay close attention to detail. They should be courteous, attentive and patient in dealing with the public. Customers often judge a bank by how they are treated at the teller window.

3. **Customer Service Representatives (CSRs)** provide service and support to the bank and customer. Their principal tasks are to handle customer service inquiries, explain the institution's products and services to customers and refer customers to appropriate sales personnel. Depending on the organizational structure of the bank, some CSRs will open and close accounts. Although the majority of customer service representatives work in branch offices and deal directly with customers, a growing number are being hired by banks to work in central call centers, take questions from customers 24 hours a day, update customer records and, if necessary, refer customers to other specialists in the financial institution. They must communicate with the customer to ensure that all questions have been answered appropriately for the customer.

4. **Personal Bankers** obtain information from individuals and business representatives who are opening bank accounts. They make the decision as to whether or not an application is rejected or accepted. They will also assist people in applying for other services such as ATM cards, direct deposit, and certificates of deposit. Personal bankers close existing accounts and place stop payments on checks. Personal bankers also have limited underwriting authority on consumer loans.

5. **Loan Officers** facilitate lending by seeking potential clients and assisting them in applying for loans. They also gather information about clients and businesses to ensure that an informed decision is made regarding the quality of the loan and the probability of repayment. Loan officers usually specialize in commercial, consumer or mortgage loans. They must keep abreast of new types of loans and other financial products and services so they can meet customer needs. Loan officers act as sales people. They guide clients through the process of applying for a loan which begins with a formal meeting or telephone call with a prospective client. They then begin the process of analyzing and verifying the application to determine the client's credit worthiness. Loan officers make the decision as to whether or not the loan will be granted. Loan officers should be capable of developing effective working relationships with others, be confident in their abilities and be highly motivated. For public relations purposes, loan officers must be willing to attend community events as a representative of their employer.

II. Employment and Earnings Opportunities

A. Education and Training Requirements

Banking cluster occupations require basic workplace skills and training according to industry/organization standards. A high school diploma or GED is generally required for employment. Technology continues to play a large role in banking. Employment and educational/training requirements will also vary depending on the employer and position. An increasing number of employers prefer graduates of approved training programs offered by various banking associations. Loan officer positions generally require a bachelor's degree in finance, economics or a related field.

B. Employment Opportunities

Both in the nation and in the state of Illinois, the demand for proof operators is expected to decline through 2008 because of technology. Banks that are online are impacting proof operator employment.

In Illinois, employment for tellers is expected to decline through 2008 because of technology (e.g., ATMs, electronic banking, etc.), bank mergers and changing employment needs. Teller employment is also being impacted by the increasing use of 24-hour phone centers by many large banks which are staffed by CSRs who can handle a wide variety of banking needs. However, about 1,160 openings will occur each year to replace workers who leave because turnover is high. Tellers who are trained to provide a variety of services will be in greater demand in the future.

Faster than average employment growth is expected for CSRs through 2008. CSRs have much interpersonal contact with customers which cannot be automated. About 790 job openings are expected each year for CSRs across many industries of which banking is one segment.

Demand for personal bankers is expected to grow about as fast as average through 2008. An increasing population and expanding economy will drive job growth.

Employment of loan officers is expected to increase about as fast as average through 2008, and about 480 job openings are expected each year. This is partially due to the fact that banks generate most of their income from loans. An increasing population, expanding economy and low interest rates will drive job growth. Many job openings will occur as workers transfer to other occupations or leave the work force. Individuals who hold a bachelor's degree and have experience as a credit analyst or in sales will have the best opportunities.

C. Earnings Opportunities

	Average Annual Earnings*
Proof Operator	\$18,878[2]
Teller	\$19,620[1]
Customer Service Representative	\$22,062[2]
Personal Banker	\$24,023[2]
Loan Officer	\$51,200[1]

**Some banking salaries include incentives and commissions.*

Sources: [1]2000 Occupational Employment Statistics: Wage Data and Occupational Projections 2008, Horizons Career Information System, Illinois Department of Employment Security, Economic Information and Analysis Division. [2]2001 Illinois Bankers Association Bank Compensation and Benefits Survey.

III. Assessment and Credentialing Systems

The IOSSCC recognizes that industry commitment for third-party assessment is beneficial and requests that each SDC and/or subcouncil identifies the most beneficial method for assessing the standards.

Various banking associations provide certificates of completion for continuing education in specific banking courses.

IV. Industry Support and Commitment

The primary areas currently identified for industry support and commitment of occupational skill standards are development, updating and marketing. Business and industry partners may identify future uses of occupational skill standards such as credentialing/certification, career development of employees and specifications for out-source training programs.

A. Industry Commitment for Development and Updating

1. The development of skill standards for the banking cluster is the direct result of efforts by the Financial Services Subcouncil and the SDC. Names of persons serving on the subcouncil and SDC are located in the appendices.
2. In developing the products, the following steps were completed.
   a. Identification and prioritization of a career ladder, identifying jobs by name
   b. Review of resources
   c. Development of a draft matrix of performance standards
   d. Development of a performance standard that was identified on the matrix
   e. Convening of the SDC
   f. Review, validation and approval of the skill standards by the SDC
   g. Review and approval of the standards by the subcouncil
   h. Endorsement of the skill standards by the IOSSCC

B. Industry Commitment for Marketing

The Financial Services Subcouncil is committed to marketing and obtaining support and endorsement from the leading industry associations impacted by the skill standards. Upon recognition/endorsement of the standards by the IOSSCC, the subcouncil strongly recommends that professional trade groups, academic groups, etc. develop and provide an in-service/seminar package to promote skill standard awareness and to obtain full industry support and commitment for the development of a full industry marketing plan.

The Financial Services Subcouncil encourages the availability of skill standards to the public including learners, parents, workers, educators at all levels, employers and industry personnel.

ASSUMPTIONS FOR BANKING CLUSTER SKILL STANDARDS

Skill standards assume that individuals have received education and/or training in a setting such as a secondary, postsecondary and/or apprenticeship/on-the-job training program and have the background knowledge necessary for performing the skill standards contained in this publication. The education and/or training includes instruction for the proper handling and operation of materials, tools and equipment required for performing the skills including the purpose of use, when to use, how to use and any related safety issues.

The instructional/training program must adhere to all local, state and federal licensing and/or certification requirements as set by law, if applicable.

The standards development committee developed these skill standards based on the following assumptions:

1. Workplace skills (employability skills) are expected of the individual. Socialization skills needed for work are related to lifelong career experience and are not solely a part of the initial schooling process. These are not included with this set of statements.
2. Specific policies and procedures of the work site will be made known to the individual and will be followed.
3. Time elements outlined for the skill standards result from the experience and consideration of the panel of experts who made up the standards development committee.
4. Skills will progress from simple to complex. Once a skill has been successfully completed, it will be incorporated into more complex skills.
5. Skill standards describe the skill only and do not detail the background knowledge or theory related to the particular skill base. Although the skill standard enumerates steps to successful demonstration, rote approaches to the outcomes are not prescribed.
6. Skills will be completed in an expedient and safe manner.
7. Skill standards are selected because they meet workplace needs and are designed to meet professional standards of practice.
8. Skill standards do not replace, supersede or substitute for procedure manuals.
9. Skill standards do not supersede or take the place of industry certification or graduation from an accredited program of study.
10. Basic accounting, clerical, computer and secretarial skills are covered elsewhere in other skills standards.
11. There is an increasing overlap between some jobs in the banking, insurance and securities industries. The skills covered here are related specifically to the banking industry.
12. The time requirements for skills are approximate and do not account for complex situations or special needs of customers.
13. Individuals employing banking skills must be in compliance with the Right to Financial Privacy Act.
14. Different banking occupations may have expanded duties based on the size of the bank and its organizational structure.
15. Skills are performed in a respectful and courteous manner.

PERFORMANCE SKILL LEVELS

	PROOF OPERATOR	TELLER	CUSTOMER SERVICE REPRESENTATIVE	PERSONAL BANKER	LOAN OFFICER
PAYING AND RECEIVING FUNCTIONS					
Cash On-US Foreign Check		●			
Deposit Currency		●			
Deposit Check		●			
Exchange or Deposit Coin		●			
Process Withdrawals		●			
Wire Transfer of Funds		●	●	●	
Order US Savings Bond		●			
Cash US Savings Bond		●			
Sell Traveler's Checks		●			
Issue Cashier's/Official Check		●			
Sell Money Orders		●			
Accept Loan Payments		●			
Accept Federal Tax Payments		●			
Accept Utility Bill Payment		●			
Process Cash Advance		●			
Balance Automated Teller Machine (ATM)		●			
Process Incoming Mail		●			
Process Accounts Payable*		●			
Process Return Items*		●			
Process Business Deposits		●			
BALANCING FUNCTIONS					
Buy Daily Supply of Currency and Coin from Vault		●			
Sell Currency and Coin to Vault		●			
Perform End of Day Currency Balance		●			
PROOF OPERATIONS					
Encode Items	●				
Correct Encoding Errors	●				
Correct Error on Deposit Slip	●				
Empty Proof Machine Pocket	●				
Locate Missing Item	●				
CUSTOMER SERVICE					
Change Customer Address		●	●	●	
Change Customer Name/Account Title			●	●	
Add Co-owner or Authorized Signer to Customer Account			●	●	
Respond to Customer Inquiries		●	●	●	●

PERFORMANCE SKILL LEVELS

CUSTOMER SERVICE (Continued)	PROOF OPERATOR	TELLER	CUSTOMER SERVICE REPRESENTATIVE	PERSONAL BANKER	LOAN OFFICER
Provide and Explain Information on Depository Products		●	●	●	
Investigate and Resolve Customer Problems		●	●	●	
Process Decedent Accounts			●	●	
Rent Safe Deposit Boxes			●	●	
Cross-sell Products and Services		●	●	●	●
ADVANCED CUSTOMER SERVICE					
Open New Savings Account			●	●	
Open New Checking Account			●	●	
Reject New Account Application			●	●	
Issue Certificate of Deposit			●	●	
Close Savings Account		●	●	●	
Close Checking Account			●	●	
Place Stop Payment on Check			●	●	
LENDING					
Identify Prospective Customers				●	●
Order and Evaluate Credit Reports				●	●
Maintain and Update Customer Loan Files				●	●
CONSUMER LENDING					
Explain Loan Options				●	●
Preapprove Customer				●	●
Approve Loan Application				●	●
Deny Loan Application				●	●
Prepare and Close Loan				●	●
MORTGAGE LENDING					
Preapprove Customer					●
Process Loan Application					●
Examine Suspended or Denied Loan					●
Set Closing Date and Time					●

**These skills are often performed in the bookkeeping department in many banks.*

CASH ON-US OR FOREIGN CHECK.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Calculator
Customer check
Currency
Corporate resolution/signature card
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Cash on-US or foreign check.

PERFORMANCE CRITERIA

Checks are cashed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes. Noncustomer check cashing may require additional time if facility policy permits.

PERFORMANCE ELEMENTS

1. Verify customer's/noncustomer's name, identification, authorization (corporate resolution/signature card) and account number.
2. Check for proper endorsement.
3. Check date and amount and look for alterations on check.
4. Verify availability of funds in customer's account if applicable.
5. Run transaction on teller terminal.
6. Ask customer how they want to receive currency.
7. Remove currency from cash drawer and enter denominations into computer/calculator.
8. Count and give currency to customer.
9. Place check in cash drawer or in work bin to be batched at later time.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of cashing a check.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Checks are properly cashed.

PROCESS

All performance elements for cashing a check are critical and must be performed in sequence.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Deposit slip
Customer currency
Receipt
Cash-in ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Deposit currency into customer account.

PERFORMANCE CRITERIA

Currency is deposited without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes. Some larger deposits may require additional time.

PERFORMANCE ELEMENTS

1. Receive currency and deposit slip from customer.
2. Verify customer's name and account number.
3. Prepare deposit slip if not provided by customer.
4. Count coin and currency on computer/calculator and verify amount with deposit slip.
5. Run transaction on teller terminal and print receipt and cash-in ticket.
6. Place currency in drawer.
7. Place cash-in ticket with deposit slip in appropriate bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of depositing currency into customer's account.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Currency is deposited into customer account.

PROCESS

All performance elements for depositing currency are critical and must be performed in sequence.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Customer check
Deposit slip
Receipt
Cash-out ticket
Regulation CC Funds Availability
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Deposit check into customer account.

PERFORMANCE CRITERIA

Check is deposited into customer account without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes.

PERFORMANCE ELEMENTS

1. Receive check and deposit slip from customer
2. Examine check.
3. Prepare deposit slip if not provided by customer.
4. Verify customer's name, endorsement and account number.
5. Check for availability of funds.
6. Run transaction on teller terminal and print receipt and cash-out ticket.
7. Verify amount on computer/calculator and count currency back if requested.
8. Place check, cash-out ticket and deposit slip in appropriate bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of depositing a check into customer's account.

All procedures are completed in compliance with Regulation CC Funds Availability.

All local, state and federal regulations are followed.

PRODUCT

Check is deposited in customer's account.

PROCESS

All performance elements for depositing a check are critical and must be performed in sequence.

EXCHANGE OR DEPOSIT COIN.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Coin machine
Customer coin
Deposit slip (if needed)
Receipt
Cash-out ticket
Cash-in ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Exchange or deposit coin.

PERFORMANCE CRITERIA

Coin is exchanged or deposited without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies with the amount of coin.

PERFORMANCE ELEMENTS

1. Verify customer's name and account number.
2. Receive coin from customer.
3. Place coin in the coin machine.
4. Verify amount on computer/calculator.
5. Deposit currency if requested.
6. Count and give customer currency if requested.
7. Run transaction on teller terminal and print receipt and cash-in/cash-out ticket.
8. Place cash-in/cash-out ticket and deposit slip in appropriate bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of exchanging or depositing coin.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Coin is exchanged or deposited.

PROCESS

All performance elements for cashing or depositing coin are critical and must be performed in sequence.

PROCESS WITHDRAWALS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Calculator
Currency
Customer withdrawal slip
Corporate resolution/signature card
Receipt
Cash-out ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process a withdrawal for customer.

PERFORMANCE CRITERIA

Withdrawals are processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes.

PERFORMANCE ELEMENTS

1. Receive withdrawal information from customer (e.g., withdrawal slip, check, etc.).
2. Verify customer's name, identification, authorization (corporate resolution/signature card), account number and availability of funds.
3. Examine check for proper endorsements and no alterations when appropriate.
4. Examine withdrawal slip for amount and customer's signature when appropriate.
5. Run transaction on teller terminal and print customer receipt.
6. Verify amount on computer/calculator.
7. Count and give currency to customer.
8. Print receipt for customer.
9. Complete cash-out ticket or place withdrawal slip in work bin to be batched at later time.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing a withdrawal.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Withdrawal is processed.

PROCESS

All performance elements for processing a withdrawal are critical and must be performed in sequence.

WIRE TRANSFER OF FUNDS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Calculator
Currency
Transfer information (bank name, routing number, account number, account name)
Fee payment
Corporate resolution/signature card
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Transfer funds electronically to another bank.

PERFORMANCE CRITERIA

Funds are transferred electronically without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is ten minutes.

PERFORMANCE ELEMENTS

1. Verify identification and authorization (corporate resolution/signature card) of customer.
2. Verify funds available in customer's account when appropriate.
3. Receive currency and fee payment from customer for currency transfer when appropriate.
4. Receive transfer information from customer.
5. Credit funds to account or general ledger.
6. Send wire request to appropriate department or send funds electronically to federal reserve account.
7. Ensure verification of transaction by appropriate parties.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of transferring funds electronically to another bank.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Funds are transferred electronically.

PROCESS

All performance elements for transferring funds electronically are critical and must be performed in sequence.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/calculator/printer/manuals
Appropriate software/manuals
Calculator
Customer currency or check
Appropriate forms
Cash-in ticket
General ledger ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Order US Savings Bond.

PERFORMANCE CRITERIA

US Savings Bond is ordered without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Give appropriate form to customer to complete.
2. Assist customer with completing form, if necessary.
3. Verify information.
4. Receive currency or check from customer for appropriate amount.
    a. Count currency.
    b. Examine check and verify availability of funds.
5. Give one copy of form to customer and issue gift receipt if requested.
6. Count and place currency in drawer when appropriate.
7. Run transaction on teller terminal.
8. Verify amount on calculator.
9. Prepare check/cash-in ticket and general ledger ticket and place in work bin.
10. Send one copy of form to appropriate person/department.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of ordering a US Savings Bond.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

US Savings Bond is ordered.

PROCESS

All performance elements for ordering a US Savings Bond are critical and must be performed in sequence.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Calculator
Currency
Customer's savings bond
Series EE Chart
Series I Chart
Redemption stamp
Interest earned statement
Cash-out ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Cash US Savings Bond.

PERFORMANCE CRITERIA

US Savings Bond is cashed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Receive savings bond from customer.
2. Verify month and series.
3. Verify value of bond on appropriate chart/program.
4. Have customer complete back of bond.
5. Verify identification and social security number.
6. Stamp front of bond with redemption stamp and complete appropriate information.
7. Run transaction on teller terminal, print cash-out ticket and place with bond in work bin.
8. Verify bond amount on computer/calculator.
9. Count and give currency to customer.
10. Have customer sign interest earned statement.
    a. Give customer copy of interest earned statement.
    b. Send signed interest earned statement to appropriate department.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of cashing a US Savings Bond.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

US Savings Bond is cashed.

PROCESS

All performance elements for cashing a US Savings Bond are critical and must be performed in sequence.

SELL TRAVELER'S CHECKS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Customer currency or check
Traveler's checks
Purchase record
Cash-in ticket
General ledger ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Sell traveler's checks to customer.

PERFORMANCE CRITERIA

Traveler's checks are sold without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is ten minutes.

PERFORMANCE ELEMENTS

1. Accept currency or check from customer for amount of traveler's checks requested plus any service charges, if applicable.
   a. Count currency and place in drawer.
   b. Examine check and verify funds availability.
2. Have customer complete purchase record form.
   a. Give one copy to customer.
   b. Place copy in bin to be sent to appropriate department.
3. Have customer sign top line of traveler's checks.
4. Prepare cash-in ticket and appropriate general ledger tickets for purchase amount and fees.
5. Place cash-in and general ledger tickets in appropriate bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of selling traveler's checks to customer.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Traveler's checks are sold.

PROCESS

All performance elements for selling traveler's checks are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however a different sequence may be used.

ISSUE CASHIER'S/OFFICIAL CHECK.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

- Customer
- Computer/printer/manuals
- Appropriate software/manuals
- Calculator
- Typewriter
- Customer currency or check
- Check protector
- Cashier's/official check
- Corporate resolution/signature card
- Cash-in ticket
- General ledger ticket
- Bank Secrecy Act
- Facility policy and procedures
- Local, state and federal regulations

WORK TO BE PERFORMED

Issue cashier's/official check to customer.

PERFORMANCE CRITERIA

Cashier's/official check is issued without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Accept currency or check from customer for amount of cashier's/official check requested plus any service charges, if applicable.
   a. Count and verify amount on computer/calculator and place currency in drawer.
   b. Examine check and verify funds availability.
   c. Verify authorized signatures from corporate resolution/signature card.
2. Type cashier's/official check or enter information into computer to be printed.
3. Process transaction on terminal.
4. Sign cashier's/official check or obtain authorized signature if applicable.
5. Give cashier's/official check along with copy to customer.
6. Prepare general ledger tickets.
7. Place cash-in ticket/check, general ledger tickets and copy of cashier's/official check in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of issuing a cashier's/official check.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Cashier's/official check is issued.

PROCESS

All performance elements for issuing a cashier's/official check are critical and must be performed in sequence.

SELL MONEY ORDERS.

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SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Customer currency or check
Money order
Check protector
Corporate resolution/signature card
Receipt
Cash-in ticket
General ledger ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Sell money order to customer.

PERFORMANCE CRITERIA

Money order is sold without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes. Additional time may be required if bank's policy is to complete form for customer.

PERFORMANCE ELEMENTS

1. Accept currency or check from customer for amount of money order requested plus any service charges, if applicable.
    a. Count currency, verify on computer/calculator and place in drawer.
    b. Examine check and verify funds availability.
    c. Verify authorization (corporate resolution/signature card).
2. Prepare money order.
3. Have customer complete money order.
4. Obtain customer or authorized signature on money order.
5. Give money order and receipt copy to customer.
6. Prepare general ledger tickets.
7. Place the cash-in ticket/check, general ledger tickets and copy of money order in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of selling a money order.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Money order is sold.

PROCESS

All performance elements for selling a money order are critical and must be performed in sequence.

ACCEPT LOAN PAYMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Customer currency or check
Payment coupon
Receipt
Cash-in ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Accept loan payment from customer.

PERFORMANCE CRITERIA

Loan payments are accepted without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 2-4 minutes.

PERFORMANCE ELEMENTS

1. Receive check or currency and payment coupon from customer.
2. Verify customer's name, account number and payment amount on computer if customer did not provide payment coupon.
3. Examine check presented as payment.
4. Count currency presented as payment and verify on computer/calculator.
5. Run transaction on teller terminal, print cash-in ticket and customer receipt and validate loan coupon.
6. Give receipt to customer.
7. Place check (if applicable), cash-in ticket and payment coupon in work bin.
8. Place currency in drawer if appropriate.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of accepting a loan payment.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Loan payments are accepted.

PROCESS

All performance elements for accepting a loan payment are critical and must be performed in sequence.

ACCEPT FEDERAL TAX PAYMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Customer currency or check
Federal Tax Deposit Coupon
Federal Tax Deposit Receipt
Teller's stamp
Cash-in ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Accept federal tax payment from customer.

PERFORMANCE CRITERIA

Federal tax payments are accepted without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes.

PERFORMANCE ELEMENTS

1. Obtain Federal Tax Deposit Coupon from customer.
2. Obtain currency or check payment from customer.
   a. Count currency presented as payment and verify on computer/calculator.
   b. Examine check presented as payment.
3. Process transaction on teller terminal.
   a. Validate or stamp coupon with Teller's stamp if required.
   b. Print Federal Tax Deposit Receipt and cash-in ticket.
4. Give receipt to customer.
5. Place currency in drawer.
6. Place cash-in ticket or check and coupon in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of accepting a federal tax payment.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Federal Tax payments are accepted.

PROCESS

All performance elements for accepting a federal tax payment are critical and must be performed in sequence.

ACCEPT UTILITY BILL PAYMENT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Machine from utility company
Calculator
Customer currency or check
Utility bill stub
Receipt
Cash-in ticket
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Accept utility bill payment from customer.

PERFORMANCE CRITERIA

Utility bill payment is accepted without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 2-4 minutes.

PERFORMANCE ELEMENTS

1. Receive check or currency and utility bill stub from customer.
2. Examine check presented as payment.
3. Count currency presented as payment and verify on computer/calculator.
4. Scan utility bill on machine from utility company if necessary.
5. Input amount of payment into machine.
6. Complete cash-in ticket.
7. Print and give receipt to customer.
8. Place check (if applicable), cash-in ticket and utility bill stub in work bin.
9. Place currency in drawer if appropriate.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of accepting a utility bill payment.

All local, state and federal regulations are followed.

PRODUCT

Utility bill payment is accepted.

PROCESS

All performance elements for accepting a utility bill payment are critical and must be performed in sequence.

PROCESS CASH ADVANCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Calculator
Cash advance machine
Equipment/software manuals
Customer credit card
Currency
Credit authorization document
Cash-out ticket
General ledger ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process cash advance for customer.

PERFORMANCE CRITERIA

Cash advance is processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Obtain credit card and valid photo identification from customer.
2. Run credit card through cash advance machine.
3. Type in amount of request.
4. Verify authorization of credit card.
5. Complete credit authorization document.
6. Obtain and verify customer signature.
7. Process transaction.
    a. Validate credit card copy if applicable.
    b. Prepare general ledger ticket if applicable.
    c. Print cash-out ticket.
8. Verify amount on computer/calculator and count currency back to customer.
9. Place credit card copy or general ledger ticket and cash-out ticket in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing a cash advance.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Cash advance is processed.

PROCESS

All performance elements for processing a cash advance are critical and must be performed in sequence.

BALANCE AUTOMATED TELLER MACHINE (ATM).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Automated teller machine (ATM)
Currency
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Balance ATM and restock with currency when needed.

PERFORMANCE CRITERIA

ATM is balanced and restocked without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 20 minutes.

PERFORMANCE ELEMENTS

1. Remove captured ATM cards if necessary.
2. Remove deposit envelopes if necessary.
3. Restock ATM with currency from vault when appropriate.
4. Complete cash-in ticket when appropriate.
5. Place deposit in appropriate bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of balancing ATM.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

ATM is balanced to meet needs of customer and bank.

PROCESS

All performance elements for balancing the ATM are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PROCESS INCOMING MAIL.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer request
Computer/printer/manuals
Appropriate software/manuals
Deposit slip
Bank check
Regulation CC Funds Availability
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process incoming mail request from customer.

PERFORMANCE CRITERIA

Customer's request is processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is two minutes per piece.

PERFORMANCE ELEMENTS

1. Record incoming mail.
2. Verify customer's name and account number.
3. Identify customer's request (e.g., deposit check, withdrawal, etc.).
4. Process appropriate request. (See appropriate skill.)
5. Forward receipt of transaction to customer.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing incoming mail.

All procedures are completed in compliance with Regulation CC Funds Availability.

All local, state and federal regulations are followed.

PRODUCT

Mail is processed to meet needs of bank and customer.

PROCESS

All performance elements for processing incoming mail are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PROCESS ACCOUNTS PAYABLE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Invoices
Bank checks/drafts (hard copy or electronic)
Accounts payable files
General ledger manual
General ledger ticket
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process accounts payable.

PERFORMANCE CRITERIA

Accounts payable are processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 3-5 minutes per invoice.

PERFORMANCE ELEMENTS

1. Gather invoices to be paid periodically.
2. Determine appropriate general ledger account to debit.
3. Obtain payment approval.
4. Verify invoice information to purchase order.
5. Input invoice information into computer using appropriate software.
6. Prepare checks/drafts and general ledger ticket.
7. Obtain authorized signature.
8. Attach invoices to checks/drafts.
9. Place general ledger debit ticket and copy of check/draft (credit) in work bin.
10. Mail checks/drafts to payees.
11. File paid invoices.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing accounts payable.

All local, state and federal regulations are followed.

PRODUCT

Accounts payable are processed to meet the needs of the bank.

PROCESS

All performance elements for processing accounts payable are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PROCESS RETURN ITEMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Return items
Debit slip
Regulation CC Funds Availability
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process items that had been deposited, credited or cashed against customer's account and were returned unpaid.

PERFORMANCE CRITERIA

Return items are processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is approximately 3-5 minutes per item.

PERFORMANCE ELEMENTS

1. Sort return items into those that can be resubmitted to processing center and those that need to be returned.
2. Verify customer's address and account balance.
3. Prepare necessary debit slip for transaction.
4. Post debit to customer's account.
5. Mail check/draft and advice to customer.
6. Prepare debit for return item fees.
7. Post return item charges to customer's account.
8. Resubmit return items to processing center if possible.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing return items.

All procedures are completed in compliance with Regulation CC Funds Availability.

All local, state and federal regulations are followed.

PRODUCT

Return items are processed to meet needs of bank and customer.

PROCESS

All performance elements for processing return items are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Calculator
Currency and/or checks
Deposit ticket
Cash-in tickets
Bank Secrecy Act
Regulation CC Funds Availability
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process business deposits.

PERFORMANCE CRITERIA

Business deposits are processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies with amount of currency involved.

PERFORMANCE ELEMENTS

1. Count coin and currency on computer/calculator and verify amount with deposit slip.
2. Verify check totals and examine checks/drafts for proper endorsement and no alterations.
3. Check deposit ticket for accuracy.
4. Place currency in drawer.
5. Run transaction on teller terminal.
6. Print receipt for customer.
7. Prepare cash-in tickets for cash drawer.
8. Place cash-in tickets, deposit ticket and checks/drafts in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing business deposits.

All procedures are completed in compliance with the Bank Secrecy Act and Regulation CC Funds Availability.

All local, state and federal regulations are followed.

PRODUCT

Business deposits are processed to meet needs of customer and bank.

PROCESS

All performance elements for processing business deposits are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

BUY DAILY SUPPLY OF CURRENCY AND COIN FROM VAULT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Currency
Coin
Appropriate form
Cash-in ticket
Teller stamp
Currency straps
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Buy daily supply of currency and coin from vault.

PERFORMANCE CRITERIA

Daily supply of currency and coin is bought without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 3-5 minutes.

PERFORMANCE ELEMENTS

1. Fill out appropriate form requesting desired denominations.
2. Validate cash-in ticket and give to authorized individual who will remove money from vault.
3. Verify cash received from vault.
4. Restrap and teller stamp if required.
5. Place currency and coin in drawer.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of buying the daily supply of currency and coin from the vault.

All local, state and federal regulations are followed.

PRODUCT

Daily supply of currency and coin is bought from vault to meet needs of bank and customers.

PROCESS

All performance elements for buying the daily supply of currency and coin from the vault are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

SELL CURRENCY AND COIN TO VAULT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Currency
Coin
Currency counter
Appropriate form
Teller stamp
Currency straps
Cash-out ticket
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Sell currency and coin to vault.

PERFORMANCE CRITERIA

Currency and coin are sold to vault without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 3-5 minutes.

PERFORMANCE ELEMENTS

1. Count currency and coin to be sold.
2. Strap currency and teller stamp strap.
3. Complete appropriate form listing denominations and validate cash-out ticket.
4. Give cash-out ticket, appropriate form and currency and coin to authorized individual.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of selling currency and coin to vault.

All local, state and federal regulations are followed.

PRODUCT

Currency and coin are sold to vault to meet needs of bank.

PROCESS

All performance elements for selling currency and coin to vault are critical and must be performed in sequence.

PERFORM END OF DAY CURRENCY BALANCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Currency
Checks/drafts
Withdrawal tickets
Balance sheet (hard copy or electronic)
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Count currency in drawer and balance day's accounts at end of day.

PERFORMANCE CRITERIA

Currency in drawer is counted and accounts are balanced without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 10-15 minutes.

PERFORMANCE ELEMENTS

1. Batch or total checks.
2. Batch or total withdrawal tickets.
3. Count all currency in drawer and complete balance sheet.
4. Balance to computer or machine printout.
5. Locate and correct errors in transactions if necessary.
6. Give balance sheet to authorized individual when balance is complete.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of counting currency in drawer and balancing day's accounts at end of day.

All local, state and federal regulations are followed.

PRODUCT

Currency in drawer is counted and accounts are balanced at end of day to meet needs of bank.

PROCESS

All performance elements for performing end of day currency balance are critical and must be performed in sequence.

ENCODE ITEMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Proof machine and manuals
Items/teller work (e.g., deposit slips, withdrawal slips, customer checks, etc.)
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Encode items.

PERFORMANCE CRITERIA

Items are encoded without error using security and compliance regulations and according to facility policy and procedures.

Skill is ongoing throughout each day.

PERFORMANCE ELEMENTS

1. Place item in proof machine.
2. Key in amount of item and account number, if necessary.
3. Ensure that credits and debits run in proper order.
4. Allow item to be encoded.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of encoding items.

All local, state and federal regulations are followed.

PRODUCT

Items are encoded to meet needs of bank and customers.

PROCESS

All performance elements for encoding items are critical and must be performed in sequence.

CORRECT ENCODING ERRORS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Proof machine/manuals
Items/teller work (e.g., deposit slips, withdrawal slips, customer checks, etc.)
Deposit slip
List of checks
Machine printout
Corrective fluid
Magnetic Ink Character Recognition (MICR) correction strips
Carrier envelopes
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Correct items that were encoded incorrectly.

PERFORMANCE CRITERIA

Encoding errors are corrected without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 3-5 minutes per error.

PERFORMANCE ELEMENTS

1. Review deposit slip or list of checks.
2. Compare to machine printout.
3. Find error.
4. Retrieve item from appropriate pocket.
5. Erase encoded information using corrective fluid/MICR correction strip.
6. Reverse incorrect entry.
7. Place item in machine.
8. Key in correct amount of item.
9. Allow item to be encoded.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of correcting encoding errors.

All local, state and federal regulations are followed.

PRODUCT

Errors on encoded items are corrected to meet needs of bank and customer.

PROCESS

All performance elements for correcting encoded items are critical and must be performed in sequence.

CORRECT ERROR ON DEPOSIT SLIP.

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SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Proof machine and manuals
Check
Items/teller work (e.g., deposit slips, withdrawal slips, customer checks, etc.)
Deposit slip with error
Correction of deposit form
Machine printout
Corrective fluid
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Correct error on deposit slip.

PERFORMANCE CRITERIA

Errors on deposit slips are corrected without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes.

PERFORMANCE ELEMENTS

1. Retrieve deposit slip containing error.
2. Fill out correction of deposit form.
3. Reverse entry.
4. Enter incorrect amount.
5. Erase incorrect proof encoded information on deposit slip using appropriate method.
6. Enter correct amount for deposit slip.
7. Encode deposit slip.
8. Retrieve corrected deposit slip from pocket.
9. Make copy of deposit slip and check.
10. Mail copy of deposit slip, check and correction of deposit form to customer.
11. File bank's copy in appropriate location.
12. Put deposit slip and check back in appropriate pocket.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of correcting an error on a deposit slip.

All local, state and federal regulations are followed.

PRODUCT

Error on deposit slip is corrected to meet needs of bank.

PROCESS

All performance elements for correcting an error on a deposit slip are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

EMPTY PROOF MACHINE POCKET.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Proof machine and manuals
Filmer
Encoded items
Machine printout
Cash letter
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Empty proof machine pocket.

PERFORMANCE CRITERIA

Proof machine pocket is emptied without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Empty full pocket as noted by machine.
2. Bundle items by placing a rubber band around them.
3. Tear off tape printed by machine for that pocket if necessary.
4. Batch encoded items if necessary.
5. Place printed tape or batch ticket with bundled items.
6. Film items if necessary.
7. Complete mixed cash letter if necessary.
8. Place in appropriate box for processing.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of emptying the proof machine pocket.

All local, state and federal regulations are followed.

PRODUCT

Proof machine pocket is emptied to meet needs of bank.

PROCESS

All performance elements for emptying the proof machine pocket are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

LOCATE MISSING ITEM.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Microfiche
Microfiche viewer and manuals
Film viewer and manuals
Film
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Locate missing item.

PERFORMANCE CRITERIA

Missing item is located using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies depending on complexity of research.

PERFORMANCE ELEMENTS

1. Run film/microfiche through viewer.
2. Research and locate missing item.
3. Make copy of item.
4. Send to person requesting item.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of locating a missing item.

All local, state and federal regulations are followed.

PRODUCT

Missing item is located to meet needs of bank.

PROCESS

All performance elements for locating a missing item are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

CHANGE CUSTOMER ADDRESS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Change of address form
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Change customer address.

PERFORMANCE CRITERIA

Customer address is changed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 3-5 minutes. Time can vary depending on number of accounts to be changed.

PERFORMANCE ELEMENTS

1. Receive customer request for change of address.
2. Retrieve customer account information.
3. Complete change of address form if required.
4. Obtain customer signature if required.
5. Update customer address information or submit change of address form to appropriate department.
6. Send confirmation of adjusted account information to customer if required.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of changing a customer's address.

All local, state and federal regulations are followed.

PRODUCT

Customer address is changed to meet needs of bank and customer.

PROCESS

All performance elements for changing a customer's address are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

CHANGE CUSTOMER NAME/ACCOUNT TITLE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Name/account title change form
Corporate resolution/signature card
Legal documents (e.g., marriage certificate, divorce decree, death certificate, letters of testamentary, trust documents, etc.)
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Change customer name/account title to adjust existing accounts in response to customer change requests.

PERFORMANCE CRITERIA

Customer name/account title is changed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 10-15 minutes.

PERFORMANCE ELEMENTS

1. Receive customer request for change of name/account title.
2. Obtain and evaluate legal documents from customer.
3. Complete a name/account title change form if required.
4. Retrieve customer account information.
5. Print new signature cards and corporate resolution if necessary.
6. Obtain customer signature.
7. Update customer account and/or submit name/account title change form to appropriate department.
8. Ask customer if he/she would like his/her other bank products (e.g., debit card, ATM card, checks, etc.) changed and make requested changes.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of changing a customer's name/account title.

All local, state and federal regulations are followed.

PRODUCT

Customer name/account title is changed to meet needs of bank and customer.

PROCESS

All performance elements for changing a customer's name/account title are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

ADD CO-OWNER OR AUTHORIZED SIGNER TO CUSTOMER ACCOUNT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Maintenance form
Authorization form
Signature card
Check ordering supplies
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Add co-owner or authorized signer to customer account.

PERFORMANCE CRITERIA

Co-owner or authorized signer is added to customer account without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes per account and may vary depending on complexity of changes.

PERFORMANCE ELEMENTS

1. Receive customer request for adding co-owner or authorized signer to account.
2. Retrieve customer account information.
3. Complete maintenance form and authorization form if required.
4. Obtain identification and other legal documents (if required) from co-owner or authorized signer added to account.
5. Complete new signature card and obtain signatures.
6. Update customer information or submit maintenance form to appropriate department.
7. Ask customer if he/she would like his/her other bank products (e.g., debit card, ATM card, checks, etc.) changed and make requested changes.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of adding a co-owner or authorized signer to customer's account.

All local, state and federal regulations are followed.

PRODUCT

Co-owner or authorized signer is added to customer account to meet needs of bank and customer.

PROCESS

All performance elements for adding a co-owner or authorized signer to customer's account are critical and must be performed in sequence.

RESPOND TO CUSTOMER INQUIRIES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Telephone/facsimile/email system
Customer inquiries
Regulation P Privacy
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Respond to customer inquiries.

PERFORMANCE CRITERIA

Customer inquiries are responded to without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes; however, some inquiries may require additional time depending on the complexity of the situation.

PERFORMANCE ELEMENTS

1. Receive customer inquiries.
2. Verify identity of customer when necessary.
3. Identify customer need.
4. Retrieve information from available sources.
5. Provide feedback to customer.
6. Document the response in the customer's file if necessary.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of responding to customer inquiries.

All procedures are completed in compliance with Regulation P Privacy.

All local, state and federal regulations are followed.

PRODUCT

Response to customer inquiries is completed.

PROCESS

All performance elements for responding to customer inquiries are critical and must be performed in sequence.

PROVIDE AND EXPLAIN INFORMATION ON DEPOSITORY PRODUCTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Annual Percentage Yields (APY) information
Account options
Brochures
Appropriate disclosures
Facility policy and procedures

WORK TO BE PERFORMED

Provide and explain information on depository products and assist customer in deciding which account best suits his/her needs.

PERFORMANCE CRITERIA

Information on depository products is provided to the customer without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is ten minutes; however, some customers may require additional time depending on customer understanding.

PERFORMANCE ELEMENTS

1. Interview customer asking appropriate questions to determine customer's needs.
2. Explain account products.
3. Assist customer in choosing appropriate account by explaining features and benefits.
4. Cross-sell related services to customer.
5. Provide customer with copy of appropriate disclosures.
6. Respond to customer questions.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of providing and explaining information on depository products.

All local, state and federal regulations are followed.

PRODUCT

Information on and explanation of depository products is provided to meet needs of bank and customer.

PROCESS

All performance elements for providing and explaining information on depository products are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

INVESTIGATE AND RESOLVE CUSTOMER PROBLEMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Customer problems
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Investigate and resolve customer problems.

PERFORMANCE CRITERIA

Customer problems are investigated and resolved without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Interview customer to define problem.
2. Retrieve customer account information.
3. Gather information needed to solve problem.
4. Analyze customer's alternatives.
5. Formulate solution; confer with other departments as necessary.
6. Inform customer of status of situation and provide documentation if necessary.
7. Submit copy of changes/solutions to bank if necessary.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of investigating and resolving customer problems.

All local, state and federal regulations are followed.

PRODUCT

Customer problems are investigated and resolved to meet needs of customer and bank.

PROCESS

All performance elements for investigating and resolving customer problems are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PROCESS DECEDENT ACCOUNTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

- Customer
- Customer identification
- Computer/printer/manuals
- Appropriate software/manuals
- Death certificate
- Customer's legal forms
- Regulation P Privacy
- Facility policy and procedures
- Local, state and federal regulations

WORK TO BE PERFORMED

Process decedent accounts.

PERFORMANCE CRITERIA

Decedent accounts are processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies depending on the complexity and number of accounts.

PERFORMANCE ELEMENTS

1. Verify identity and authority of party seeking to act on account.
2. Obtain copy of death certificate, personal representative papers, consent to transfer form or other legal documentation granting authority to act on account.
3. Discuss options available with customer.
4. Process customer's request to withdraw, transfer, change name on account, etc.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing decedent accounts.

All procedures are completed in compliance with Regulation P Privacy.

All local, state and federal regulations are followed.

PRODUCT

Decedent accounts are processed to meet needs of bank and customer.

PROCESS

All performance elements for processing decedent accounts are critical and must be performed in sequence.

RENT SAFE DEPOSIT BOXES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Signature card
Contract
Access ticket
Safe deposit boxes
Keys
Appropriate disclosures
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Rent safe deposit box to customer.

PERFORMANCE CRITERIA

Safe deposit box is rented without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies with customer needs.

PERFORMANCE ELEMENTS

1. Show customer box size options.
2. Assist customer in determining box size to fit his/her needs.
3. Verify customer identification.
4. Obtain customer signature on contract, access card and signature card, if needed.
5. Witness and sign (bank employee) contract.
6. Collect rent payment from customer when appropriate.
7. Give customer two keys and explain procedure followed if they are lost or stolen.
8. Explain safe deposit box access procedure to customer.
9. Provide appropriate disclosures to customer.
10. Escort customer to safe deposit vault and using customer key and guard key, allow access to safe deposit box.
11. Return key to customer.

12. Escort customer with box to private area.
13. Escort customer to safe deposit vault and using customer key and guard key, return box to appropriate location and lock.
14. Return key to customer and place guard key in appropriate place.
15. Inform customer he/she will receive annual billing for rental of safe deposit box when appropriate.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of renting a safe deposit box.

All local, state and federal regulations are followed.

PRODUCT

Safe deposit box is rented to meet needs of customer and bank.

PROCESS

All performance elements for renting a safe deposit box are critical and must be performed in sequence.

CROSS-SELL PRODUCTS AND SERVICES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

- Customer
- Computer/printer/manuals
- Appropriate software/manuals
- Appropriate brochures
- Facility policy and procedures
- Local, state and federal regulations

WORK TO BE PERFORMED

Cross-sell products and services to existing and new customers.

PERFORMANCE CRITERIA

Products and services are cross-sold without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Interview customer.
2. Recognize needs of customer.
3. Suggest additional services to customer; provide brochures when appropriate.
4. Respond to customer questions.
5. Direct customer to appropriate department when appropriate.
6. Follow up to ensure customer's needs were met.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of cross-selling products and services to new and existing customers.

All local, state and federal regulations are followed.

PRODUCT

Products and services are cross-sold to new and existing customers to meet needs of customer and bank.

PROCESS

All performance elements for cross-selling products and services are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however a different sequence may be used.

OPEN NEW SAVINGS ACCOUNT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Account brochures
New account application
Credit report
Account numbers
Signature card
Customer file
Passbook
Appropriate disclosures
Office of Foreign Assets Control (OFAC) list
Regulation CC Funds Availability
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Open new savings account for customer.

PERFORMANCE CRITERIA

New savings account is opened without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 10-15 minutes

PERFORMANCE ELEMENTS

Note: Skill 33 should be performed before proceeding with the following elements.

1. Obtain personal identification from customer.
2. Collect funds to be deposited.
3. Have customer fill out new account application if applicable.
4. Perform and print credit check if applicable.
5. Check applicant's name for possible match to the OFAC list.
6. Make judgment based on information (e.g., credit analysis, history, application, etc.) if applicable.
7. Input type of account.
8. Assign account number to customer.

9. Enter account number and customer information.
10. Obtain customer signature on signature card.
11. Cross-sell other bank products. (See Skill 37.)
12. Deposit funds according to Skills 2 and 3.
13. Give customer passbook, if applicable, along with terms and agreement.
14. File signature card in appropriate location.
15. Prepare customer file, if required, and file in appropriate location

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of opening a new savings account.

All procedures are completed in compliance with Regulation CC Funds Availability and the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Savings account is opened to meet needs of bank and customer.

PROCESS

All performance elements for opening a new savings account are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

OPEN NEW CHECKING ACCOUNT.

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SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Account brochures
New account application
Credit check
Account numbers
Signature card
Customer file
Check catalog
Starter kit/temporary checks
Appropriate disclosures
Office of Foreign Assets Control (OFAC) list
Regulation CC Funds Availability
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Open new checking account for customer.

PERFORMANCE CRITERIA

New checking account is opened without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 15-20 minutes.

PERFORMANCE ELEMENTS

Note: Skill 33 should be performed before proceeding with the following elements.

1. Obtain personal identification from customer.
2. Collect funds to be deposited.
3. Have customer fill out new account application if applicable.
4. Perform and print credit check if applicable.
5. Check applicant's name for possible match to the OFAC list.
6. Make judgment based on information (e.g., credit analysis, history, application, etc.) if applicable.
7. Input type of account.
8. Assign an account number to customer.

9. Enter account number and customer information.
10. Obtain customer signature on signature card.
11. Cross-sell other bank products. (See Skill 37.)
12. Deposit funds according to Skills 2 and 3.
13. Give customer starter kit or temporary checks, if applicable, along with terms and agreement.
14. Show customer catalog of types of checks available for purchase and complete check order.
15. File signature card in appropriate location.
16. Prepare customer file if required and file in appropriate location.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of opening a new checking account.

All procedures are completed in compliance with Regulation CC Funds Availability and the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

New checking account is opened to meet needs of bank and customer.

PROCESS

All performance elements for opening a new checking account are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

REJECT NEW ACCOUNT APPLICATION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
New account application
Credit check
Notice of adverse action
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Reject new account application.

PERFORMANCE CRITERIA

New account application is rejected without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes.

PERFORMANCE ELEMENTS

1. Obtain personal identification from customer.
2. Collect funds to be deposited.
3. Have customer fill out new account application if applicable.
4. Perform and print credit check if applicable.
5. Reject application based on information (e.g., credit analysis, history, application, etc.).
6. Inform customer of application denial and return funds.
7. Complete and present notice of adverse action to customer if applicable.
8. File notice of adverse action appropriately if applicable.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of rejecting a new account application.

All local, state and federal regulations are followed.

PRODUCT

New account application is rejected.

PROCESS

All performance elements for rejecting a new account application are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Customer payment (currency/check)
Customer file
Time deposit options
Rate sheets
Certificate of deposit
Time deposit transaction ticket
Regulation DD Truth in Savings
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Issue certificate of deposit for customer.

PERFORMANCE CRITERIA

Certificate of deposit is issued without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 10-20 minutes.

PERFORMANCE ELEMENTS

1. Obtain personal identification from customer.
2. Retrieve account processor software.
3. Explain types of time deposits to customer.
4. Determine account suitable for customer.
5. Determine account titling/ownership.
6. Enter time deposit information.
7. Input customer information.
8. Print two copies of certificate of deposit.
9. Hand print amount on certificate of deposit if necessary.
10. Obtain signature from officer of the bank on both copies.
11. Receive currency or check from customer for amount of certificate of deposit.
12. Count currency to verify amount if appropriate.

13. Examine check if appropriate.
14. Complete timed deposit transaction ticket.
15. Place time deposit transaction ticket with currency or check in appropriate bin.
16. Give one copy of certificate of deposit to customer.
17. File one copy in customer file.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of issuing a certificate of deposit.

All procedures are completed in compliance with the Bank Secrecy Act and Regulation DD Truth in Savings.

All local, state and federal regulations are followed.

PRODUCT

Certificate of deposit is issued to meet needs of bank and customer.

PROCESS

All performance elements for issuing a certificate of deposit are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

CLOSE SAVINGS ACCOUNT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Currency
Bank check/draft
Withdrawal/transfer form
Cash-out ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Close savings account for customer.

PERFORMANCE CRITERIA

Savings account is closed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Obtain personal identification from customer.
2. Access customer account on computer.
3. Verify available account balance.
4. Prepare withdrawal or transfer form.
5. Obtain customer signature on withdrawal or transfer form.
6. Write appropriate transaction code on withdrawal ticket, transfer form or general ledger ticket if necessary.
7. Count and give currency to customer if appropriate.
8. Prepare check/draft for customer if appropriate.
9. Run transaction on teller terminal.
10. Provide evidence of closed account to customer.
11. Complete cash-out ticket if appropriate.
12. Place cash-out ticket and withdrawal slip in work bin.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of closing a savings account.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Savings account is closed to meet needs of bank and customer.

PROCESS

All performance elements for closing a savings account are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

CLOSE CHECKING ACCOUNT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Customer identification
Computer/printer/manuals
Appropriate software/manuals
Currency
Customer check
Bank check/draft
Cash-out ticket
Bank Secrecy Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Close checking account for customer.

PERFORMANCE CRITERIA

Checking account is closed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-20 minutes.

PERFORMANCE ELEMENTS

1. Obtain personal identification from customer.
2. Access customer account on computer.
3. Verify available account balance and checks outstanding.
4. Pay off and close overdraft protection if necessary.
5. Collect ATM/debit cards.
6. Obtain check from customer for closing amount if necessary.
7. Count and give currency to customer if appropriate.
8. Prepare check/draft for customer if appropriate.
9. Deposit check if account has insufficient funds.
10. Run transaction on teller terminal.
11. Provide evidence of closed account to customer if necessary.
12. Prepare cash-out ticket if appropriate.
13. Place cash-out ticket and check in work bin when appropriate.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of closing a checking account.

All procedures are completed in compliance with the Bank Secrecy Act.

All local, state and federal regulations are followed.

PRODUCT

Checking account is closed to meet needs of bank and customer.

PROCESS

All performance elements for closing a checking account are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PLACE STOP PAYMENT ON CHECK.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Check information (e.g., check number, amount, payee)
Stop payment form
Cash-in ticket
General ledger ticket
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Place stop payment on customer check.

PERFORMANCE CRITERIA

Stop payment is placed on customer's check without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes.

PERFORMANCE ELEMENTS

1. Receive check information from customer.
2. Access customer account on computer.
3. Verify check has not cleared account.
4. Complete stop payment form and obtain customer signature if necessary.
5. Enter stop payment information into appropriate system.
6. Collect and process fee from customer.
7. Complete cash-in and general ledger tickets if necessary and place in work bin.
8. Place stop payment form in appropriate file.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of placing a stop payment on a check.

All local, state and federal regulations are followed.

PRODUCT

Stop payment is placed on check to meet needs of customer and bank.

PROCESS

All performance elements for placing a stop payment on a check are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Telephone
Bank literature
Prospect lists
Customer files
Marketing resources (e.g., telephone, White and Yellow Pages, brochures, reply cards, etc.)
Customer referrals
List of community functions/events
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Identify and compile list of prospective customers.

PERFORMANCE CRITERIA

Prospective customer/client list is developed on regular basis (e.g., daily, weekly or monthly).

Time required to complete the skill is 3-5 hours per week.

PERFORMANCE ELEMENTS

1. Mail bank literature to households and businesses using information from marketing resources.
2. Obtain prospect lists acquired by bank.
3. Call existing customers to sell new products.
4. Call new customers to explain products and services offered.
5. Review current customer files to determine cross-line sales.
6. Go to businesses to sell products and services.
7. Attend community functions/events.
8. Refer current customers to other service departments (e.g., trust, mortgage, investment, etc.).
9. Obtain referrals from current customers.
10. Prepare list of prospective customers and follow up.
11. Schedule appointment with customer if applicable.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of identifying prospective custome

All local, state and federal regulations are followed.

PRODUCT

Prospective customers are identified to meet needs of bank

PROCESS

All performance elements for identifying prospective custon
Performance elements are numbered to show appropriate s
the skill; however, a different sequence may be used.

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meet needs of bank and customer.

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show appropriate sequence for completing
may be used.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Application
Credit report information
Appropriate charts
Fair Credit Reporting Act
Facility policy and procedures
Local, state and federal regulation

WORK TO BE PERFORMED

Order and evaluate credit reports.

PERFORMANCE CRITERIA

Credit reports are ordered and evaluated without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-20 minutes.

PERFORMANCE ELEMENTS

1. Obtain customer application, if necessary, and signed approval for ordering credit report.
2. Enter information needed for receiving on-line credit reports.
3. Send request for credit report when appropriate.
4. Recognize customer's previous payment problems.
5. Locate codes and their meanings from appropriate charts provided by credit bureau.
6. Evaluate credit information as it appears on credit report.
7. Verify information on credit report with information on customer application.
8. Discuss credit report with customer and verify for accuracy if necessary.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of ordering and evaluating credit reports.

All procedures are completed in compliance with the Fair Credit Reporting Act.

All local, state and federal regulations are followed.

PRODUCT

Credit reports are ordered and evaluated to meet needs of bank and customer.

PROCESS

All performance elements for ordering and evaluating credit reports are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

MAINTAIN AND UPDATE CUSTOMER LOAN FILES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Computer/printer/manuals
Appropriate software/manuals
Customer files
Forms (e.g., application, loan information, supporting documents, etc.)
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Maintain and update customer loan files.

PERFORMANCE CRITERIA

Customer loan files are maintained and updated without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill varies.

PERFORMANCE ELEMENTS

1. Maintain and update hard copy loan files.
    a. Retrieve customer file from filing cabinet.
    b. Put forms in file.
    c. Organize forms in appropriate order.
    d. Note and follow up on any missing information/documentation.
    e. Return customer file to appropriate filing cabinet.
2. Maintain and update computer loan files.
    a. Retrieve customer file from computer.
    b. Attach forms to file (e.g., scanned documents, loan information, etc.).
    c. Note and follow up on any missing information/documentation.
    d. Save changes.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of maintaining and updating customer loan files.

All local, state and federal regulations are followed.

PRODUCT

Customer loan files are maintained and updated to meet needs of bank and customer.

PROCESS

All performance elements for maintaining and updating customer loan files are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

EXPLAIN LOAN OPTIONS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Appropriate rate sheets
Regulation B Equal Credit Opportunity
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Explain loan options to customer.

PERFORMANCE CRITERIA

Loan options are explained without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-10 minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Interview customer, asking appropriate questions to determine customer's needs (e.g., home equity vs. auto loan, etc.).
2. Explain features of loans that might meet the needs of the customer.
3. Assist customer in choosing appropriate loan.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of explaining loan options to customer.

All procedures are completed in compliance with Regulation B Equal Credit Opportunity.

All local, state and federal regulations are followed.

PRODUCT

Loan options are explained to meet needs of bank and customer.

PROCESS

All performance elements for explaining loan options to customer are critical and must be performed in sequence.

PREAPPROVE CUSTOMER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Loan application
Credit report
Regulation B Equal Credit Opportunity
Regulation Z Truth in Lending
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Preapprove customer for personal loan.

PERFORMANCE CRITERIA

Customer is preapproved for personal loan without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 20 minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Determine purpose of loan.
2. Obtain signed customer application.
3. Order and evaluate credit report. (See Skill 46.)
4. Verify debt to income ratio.
5. Inform applicant that final approval is based on underwriting analysis.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of preapproving customer for personal loan.

All procedures are completed in compliance with Regulation B Equal Credit Opportunity and Regulation Z Truth in Lending.

All local, state and federal regulations are followed.

PRODUCT

Customer is preapproved for personal loan to meet needs of bank and customer.

PROCESS

All performance elements for preapproving customer for personal loan are critical and must be performed in sequence.

APPROVE LOAN APPLICATION.

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SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Customer fees
Loan application packet
Underwriting analysis
Regulation B Equal Credit Opportunity
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Approve customer's application for personal loan.

PERFORMANCE CRITERIA

Customer's loan application is approved without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 5-20 minutes.

PERFORMANCE ELEMENTS

1. Retrieve existing customer application packet.
2. Retrieve underwriting analysis if necessary.
3. Evaluate customer information (e.g., collateral application, credit score, underwriting analysis, debt to income ratio, etc.).
4. Approve application based on analysis of information subject to verification of collateral if necessary.
5. Inform customer that loan has been approved.
6. Inform customer of 3-day rescission period if applicable.
7. Collect fees when appropriate.
8. Set up closing date for loan if necessary.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of approving customer's application for a personal loan.

All procedures are completed in compliance with Regulation B Equal Credit Opportunity.

All local, state and federal regulations are followed.

PRODUCT

Customer's application for personal loan is approved to meet needs of bank and customer.

PROCESS

All performance elements for approving customer's application for a personal loan are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

DENY LOAN APPLICATION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

- Customer
- Computer/printer/manuals
- Appropriate software/manuals
- Telephone
- Loan application packet
- Adverse action form
- Underwriting analysis
- Regulation B Equal Credit Opportunity
- Regulation AA Unfair or Deceptive Credit Practices
- Facility policy and procedures
- Local, state and federal regulations

WORK TO BE PERFORMED

Deny customer's application for personal loan.

PERFORMANCE CRITERIA

Customer's loan application is denied without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Retrieve existing customer application packet.
2. Retrieve underwriting analysis.
3. Telephone customer.
4. Inform customer of reasons for denial.
5. Explain to customer possible solutions for obtaining loans in the future if applicable.
6. Inform customer that an adverse action form will be sent to them with details of denial.
7. Compose and send adverse action form.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of denying customer's application for a personal loan.

All procedures are completed in compliance with Regulation B Equal Credit Opportunity and Regulation AA Unfair or Deceptive Credit Practices.

All local, state and federal regulations are followed.

PRODUCT

Customer's application for personal loan is denied to meet needs of bank and customer.

PROCESS

All performance elements for denying customer's application for a personal loan are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PREPARE AND CLOSE LOAN.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Check/draft
Closing documentation
Loan application packet
Loan agreement
Internal forms
Regulation Z Truth in Lending
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Prepare and close personal loan.

PERFORMANCE CRITERIA

Personal loan is prepared and closed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 30 minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Retrieve existing customer application packet.
2. Retrieve closing documentation.
3. Prepare required documentation prior to closing.
4. Prepare internal forms for data entry.
5. Review loan agreement (e.g., payment, terms, late charges, prepayment penalties, etc.) with customer.
6. Obtain customer signature on all forms.
7. Sign (bank employee) all forms if appropriate.
8. Obtain notarized documents for home equity loan if appropriate.
9. Obtain or arrange to obtain title (e.g., auto loan, etc.).
10. Issue check/draft to customer when appropriate.

11. Assemble documents.
12. Send documents to funding area or appropriate person to determine date funds will be available if applicable.
13. Deposit funds in customer's accounts when appropriate.
14. Cross-sell products and services appropriately.
15. Follow up (e.g., ensure funds were available, build relationships, cross-sell) with customer in two weeks.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of preparing and closing a personal loan.

All procedures are completed in compliance with Regulation Z Truth in Lending.

All local, state and federal regulations are followed.

PRODUCT

Personal loan is prepared and closed to meet needs of bank and customer.

PROCESS

All performance elements for preparing and closing a personal loan are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PREAPPROVE CUSTOMER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Credit report
Loan application
Customer documentation (e.g., pay stubs for 30 days, tax forms for two years, checking and savings account statements for two months, recent IRA, 401K, etc. statements, application fee, etc.)
Disclosure forms
Regulation B Equal Credit Opportunity
Regulation Z Truth in Lending
Real Estate Settlement Procedures Act (RESPA)
Regulation C Home Mortgage Disclosure Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Preapprove customer for real estate loan.

PERFORMANCE CRITERIA

Customer is preapproved for real estate loan without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 30-60 minutes; however, some customers may require additional time depending on the complexity of the situation and customer understanding.

PERFORMANCE ELEMENTS

1. Order and evaluate credit report. (See Skill 46.)
2. Input customer application information into appropriate software if applicable.
3. Print application if applicable.
4. Review application thoroughly with customer to check for accuracy.
5. Receive documentation from customer.
6. Analyze pay stubs and tax forms.
7. Determine appropriate program.
   a. Determine limit of loan.
   b. Identify customer needs (e.g., amount and type of loan, length of loan, etc.) based on information provided.
   c. Explain features of loans, including rates, that might meet the needs of the customer.

8. Print disclosure forms (e.g., good faith estimate, etc.).
9. Have customer sign all forms.
10. Sign (bank employee) all forms if applicable.
11. Package loan.
12. Send loan package to loan processor.
13. Explain to customer that final approval decision will be made once all information is gathered and approved by underwriting department.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of preapproving a customer for a real estate loan.

All procedures are completed in compliance with Regulation B Equal Credit Opportunity, Regulation Z Truth in Lending, RESPA and Regulation C Home Mortgage Disclosure Act.

All local, state and federal regulations are followed.

PRODUCT

Customer is preapproved for real estate loan to meet needs of bank and customer.

PROCESS

All performance elements for preapproving a customer for a real estate loan are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

PROCESS LOAN APPLICATION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Telephone
Loan application package
Regulation C Home Mortgage Disclosure
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Process completed loan application.

PERFORMANCE CRITERIA

Loan application is processed without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 30-60 minutes; however, some loans may require additional time depending on the complexity of the situation.

PERFORMANCE ELEMENTS

1. Retrieve loan package.
2. Request additional information when appropriate (e.g., verification of employment and deposit, tax forms, etc.).
3. Verify application information.
4. Order appraisal and flood determination for property.
5. Order title of property.
6. Send contract for purchase with order for appraisal if applicable.
7. Verify insurance coverage on property.
8. Send original package to underwriting to analyze risk of loan.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of processing a completed loan application.

All procedures are completed in compliance with Regulation C Home Mortgage Disclosure.

All local, state and federal regulations are followed.

PRODUCT

Loan application is processed to meet needs of bank and customer.

PROCESS

All performance elements for processing a loan application are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

EXAMINE SUSPENDED OR DENIED LOAN.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Co-signers
Computer/printer/manuals
Appropriate software/manuals
Telephone
Loan application package
Rate sheets
Regulation C Home Mortgage Disclosure
Fair Credit Reporting Act
Fair Housing Act
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Examine suspended or denied loan for customer and make recommendations on how to remedy the situation.

PERFORMANCE CRITERIA

Suspended or denied loan is examined and recommendations made without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is 30 minutes; however, some loans may require additional time depending on the complexity of the situation, customer understanding and length of time to obtain additional information.

PERFORMANCE ELEMENTS

1. Retrieve loan package from underwriting.
2. Identify source of suspension or denial.
3. Call customer.
4. Explain problem to customer.
5. Obtain missing information (e.g., not enough documentation in case of credit problem, etc.).
6. Obtain co-signers if necessary.
7. Offer a different program when appropriate (e.g., higher rate, longer terms, etc.).
8. Sign all forms when appropriate.
9. Review loan package for accuracy.
10. Send loan package to loan processor.

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of examining a suspended or denied loan.

All procedures are completed in compliance with Regulation C Home Mortgage Disclosure, the Fair Credit Reporting Act and the Fair Housing Act.

All local, state and federal regulations are followed.

PRODUCT

Suspended or denied loan is examined to meet needs of bank and customer.

PROCESS

All performance elements for examining a suspended or denied loan are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

SET CLOSING DATE AND TIME.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following:

Customer
Computer/printer/manuals
Appropriate software/manuals
Telephone
Loan application package
Regulation C Home Mortgage Disclosure
Facility policy and procedures
Local, state and federal regulations

WORK TO BE PERFORMED

Set date and time for closing real estate loan.

PERFORMANCE CRITERIA

Closing date and time are set without error using security and compliance regulations and according to facility policy and procedures.

Time required to complete the skill is five minutes.

PERFORMANCE ELEMENTS

1. Obtain approved loan from underwriter.
2. Compose and mail approval letter to customer and realtor.
3. File copy in loan package.
4. Call customer.
5. Determine time and date of closing.
6. Inform customer of items to bring to closing.
7. Inform customer to bring cashier's check for set amount.
8. Contact realtor to inform him/her of closing date and time.
9. Send loan package to closer to process closing documents (e.g., mortgage, note, federal disclosure forms, escrow forms, settlement statements, compliance forms, etc.).

PERFORMANCE ASSESSMENT CRITERIA

Observe the performance of setting a closing date and time.

All procedures are completed in compliance with Regulation C Home Mortgage Disclosure.

All local, state and federal regulations are followed.

PRODUCT

Closing date and time are set to meet needs of bank and customer.

PROCESS

All performance elements for setting a closing date and time are critical. Performance elements are numbered to show appropriate sequence for completing the skill; however, a different sequence may be used.

Adverse Action	Form of contrary or negative action in relation to the request for credit.
Application	Written or oral request for credit that is made in accordance with the bank's application procedures for credit requests.
Available Balance	Portion of a customer's account balance on which the bank has placed no restrictions, making it available for immediate withdrawal.
Cash-In Ticket	Ticket used by a teller as a substitute document for cash received in a deposit.
Cash-out Ticket	Ticket used by a teller to balance a deposit when cash is given to the customer or when checks are cashed.
Clearing Agent	The Federal Reserve or correspondent bank offering check collection services.
Clearing	Process or method by which checks and/or other point-of-sale transactions are moved, physically or electronically, from the point of origin to a bank or other financial institution that maintains the customer's account.
Cross-selling	Practice of inducing users of one or more services to buy or use additional services.
Decedent	Term used in connection with wills, estates and inheritances to describe a person who has died.
Fair Credit Reporting Act	Law which regulates the consumer credit reporting industry to promote more accurate reporting of credit information. If an institution denies credit or employment based upon a credit report, it must advise the person that information in the report contributed to the denial and give the name and address of the credit reporting agency. To avoid becoming a credit reporting agency, the institution must not transmit any consumer credit information to other banks and creditors other than information on those accounts that are held by the institution.
Fair Housing Act	Law which prohibits credit discrimination in mortgage or home improvement loans on the basis of race, religion, sex, etc.
Flood Disaster Protection Act	Law which requires flood insurance for mortgage loans if the secured property is in a flood hazard area in a "participating" community. If in a "nonparticipating" community, the lender must advise the customer of that fact.

Magnetic Ink Character) Recognition (MICR)	System of encoding checks and documents with characters in magnetic ink so that they can be electronically "read" and processed.
Real Estate Settlement Procedures Act (RESPA)	Law requiring advance disclosure of loan settlement costs. Documentation includes good faith estimate, HUD – 1 or 1A statement, settlement costs booklet, transfer of servicing rights and escrow arrangements.
Regulation AA Unfair or Deceptive Credit Practices	Regulation that establishes procedures for receiving and handling consumer complaints regarding institutions. Requires that a disclosure notice be given to a cosigner prior to becoming obligated. Prohibits institutions from using certain provisions (confessions of judgments, wage assignments, etc.) in their consumer credit contracts and late charge accounting practice known as pyramiding.
Regulation B Equal Credit Opportunity	Regulation that prohibits discrimination in credit on the basis of sex, marital status, race, religion, etc.
Regulation C Home Mortgage Disclosure	Regulation that covers Loan Application Register (LAR) maintenance and the reporting of data to regulators and the public.
Regulation CC Funds Availability	Regulation that requires banks to make deposited funds available for withdrawal by depositors on specified schedules.
Regulation DD Truth in Savings	Regulation that requires disclosures for consumer deposit accounts, contains advertising requirements and covers requirements for information on periodic statements, maturity notices for time accounts, change in term notices and annual percentage yield calculations.
Regulation Z Truth in Lending	Regulation that requires the disclosure of significant terms of consumer credit in prescribed language and formats.
Right to Financial Privacy Act	Law that precludes an institution from providing a customer's financial records to certain federal government authorities without the customer's consent unless the government obtains a subpoena or search warrant.

Academic Skills	Skills (and related knowledge) contained in the subject areas and disciplines addressed in most national and state educational standards, including English, mathematics, science, etc.
Assessment	A process of measuring performance against a set of standards through examinations, practical tests, performance observations and/or the completion of work portfolios.
Content Standard	A specification of what someone should know or be able to do to successfully perform a work activity or demonstrate a skill.
Critical Work Functions	Distinct and economically meaningful sets of work activities critical to a work process or business unit which are performed to achieve a given work objective with work outputs that have definable performance criteria. A critical work function has three major components: • **Conditions of Performance:** The information, tools, equipment and other resources provided to a person for a work performance. • **Work to Be Performed:** A description of the work to be performed. • **Performance Criteria:** The criteria used to determine the required level of performance. These criteria could include product characteristics (e.g., accuracy levels, appearance, etc.), process or procedure requirements (e.g., safety, standard professional procedures, etc.) and time and resource requirements. The IOSSCC requires that these performance criteria be further specified by more detailed individual performance elements and assessment criteria.
Credentialing	The provision of a certificate or award to an individual indicating the attainment of a designated set of knowledge and skills and/or the demonstration of a set of critical work functions for an industry/occupational area.
Illinois Occupational Skill Standards and Credentialing Council (IOSSCC)	Legislated body representing business and industry which establishes skill standards criteria, endorses final products approved by the industry subcouncil and standards development committee and assists in marketing and dissemination of occupational skill standards.
Industry	Type of economic activity, or product or service produced or provided in a physical location (employer establishment). They are usually defined in terms of the Standard Industrial Classification (SIC) system.

Industry Subcouncil	Representatives from business/industry and education responsible for identifying and prioritizing occupations for which occupational performance skill standards are adapted, adopted or developed. They establish standards development committees and submit developed skill standards to the IOSSCC for endorsement. They design marketing plans and promote endorsed skill standards across the industry.
Knowledge	Understanding the facts, principles, processes, methods and techniques related to a particular subject area, occupation or industry.
Occupation	A group or cluster of jobs, sharing a common set of work functions and tasks, work products/services and/or worker characteristics. Occupations are generally defined in terms of a national classification system including the Standard Occupational Classification (SOC), Occupational Employment Statistics (OES) and the Dictionary of Occupational Titles (DOT).
Occupational Cluster	Grouping of occupations from one or more industries that share common skill requirements.
Occupational Skill Standards	Specifications of content and performance standards for critical work functions or activities and the underlying academic, workplace and occupational knowledge and skills needed for an occupation or an industry/occupational area.
Occupational Skills	Technical skills (and related knowledge) required to perform the work functions and activities within an occupation.
Performance Standard	A specification of the criteria used to judge the successful performance of a work activity or the demonstration of a skill.
Product Developer	Individual contracted to work with the standard development committee, state liaison, industry subcouncil and IOSSCC for the adaptation, adoption or development of skill standards content.
Reliability	The degree of precision or error in an assessment system so repeated measurements yield consistent results.

Skill	A combination of perceptual, motor, manual, intellectual and social abilities used to perform a work activity.
Skill Standard	Statement that specifies the knowledge and competencies required to perform successfully in the workplace.
Standards Development Committee	Incumbent workers, supervisors and human resource persons within the industry who perform the skills for which standards are being developed. Secondary and postsecondary educators are also represented on the committee. They identify and verify occupational skill standards and assessment mechanisms and recommend products to the industry subcouncil for approval.
State Liaison	Individual responsible for communicating information among all parties (e.g., IOSSCC, subcouncil, standard development committee, product developer, project director, etc.) in skill standard development.
Third-Party Assessment	An assessment system in which an industry-designated organization (other than the training provider) administers and controls the assessment process to ensure objectivity and consistency. The training provider could be directly involved in the assessment process under the direction and control of a third-party organization.
Validity	The degree of correspondence between performance in the assessment system and job performance.
Workplace Skills	The generic skills essential to seeking, obtaining, keeping and advancing in any job. These skills are related to the performance of critical work functions across a wide variety of industries and occupations including problem solving, leadership, teamwork, etc.

ILLINOIS OCCUPATIONAL SKILL STANDARDS AND CREDENTIALING COUNCIL

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Nickki Pershbacher	Human Resources Administrator Old National Bank
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Greg Perry	Crossroads Bank Effingham, IL
Debbie Shelton	Illinois National Bank Springfield, IL
Nancy Weimer	Bank Illinois Champaign, IL
Tammy Haight	Product Developer Business & Finance Youth Apprenticeship
Roger Uhe	State Liaison Illinois State Board of Education
Debra Larson	State Liaison Illinois State Board of Education

A. Developing an Employment Plan	1. Match interests to employment area. 2. Match aptitudes to employment area. 3. Identify short-term work goals. 4. Match attitudes to job area. 5. Match personality type to job area. 6. Match physical capabilities to job area. 7. Identify career information from counseling sources. 8. Demonstrate a drug-free status.
B. Seeking and Applying for Employment Opportunities	1. Locate employment opportunities. 2. Identify job requirements. 3. Locate resources for finding employment. 4. Prepare a resume. 5. Prepare for job interview. 6. Identify conditions for employment. 7. Evaluate job opportunities. 8. Identify steps in applying for a job. 9. Write job application letter. 10. Write interview follow-up letter. 11. Complete job application form. 12. Identify attire for job interview.
C. Accepting Employment	1. Apply for social security number. 2. Complete state and federal tax forms. 3. Accept or reject employment offer. 4. Complete employee's Withholding Allowance Certificate Form W-4.
D. Communicating on the Job	1. Communicate orally with others. 2. Use telephone etiquette. 3. Interpret the use of body language. 4. Prepare written communication. 5. Follow written directions. 6. Ask questions about tasks.
E. Interpreting the Economics of Work	1. Identify the role of business in the economic system. 2. Describe responsibilities of employee. 3. Describe responsibilities of employer or management. 4. Investigate opportunities and options for business ownership. 5. Assess entrepreneurship skills.
F. Maintaining Professionalism	1. Participate in employment orientation. 2. Assess business image, products and/or services. 3. Identify positive behavior. 4. Identify company dress and appearance standards. 5. Participate in meetings in a positive and constructive manner. 6. Identify work-related terminology. 7. Identify how to treat people with respect.

G. Adapting to and Coping with Change	1. Identify elements of job transition. 2. Formulate a transition plan. 3. Identify implementation procedures for a transition plan. 4. Evaluate the transition plan. 5. Exhibit ability to handle stress. 6. Recognize need to change or quit a job. 7. Write a letter of resignation.
H. Solving Problems and Critical Thinking	1. Identify the problem. 2. Clarify purposes and goals. 3. Identify solutions to a problem and their impact. 4. Employ reasoning skills. 5. Evaluate options. 6. Set priorities. 7. Select and implement a solution to a problem. 8. Evaluate results of implemented option. 9. Organize workloads. 10. Assess employer and employee responsibility in solving a problem.
I. Maintaining a Safe and Healthy Work Environment	1. Identify safety and health rules/procedures. 2. Demonstrate the knowledge of equipment in the workplace. 3. Identify conservation and environmental practices and policies. 4. Act during emergencies. 5. Maintain work area. 6. Identify hazardous substances in the workplace.
J. Demonstrating Work Ethics and Behavior	1. Identify established rules, regulations and policies. 2. Practice cost effectiveness. 3. Practice time management. 4. Assume responsibility for decisions and actions. 5. Exhibit pride. 6. Display initiative. 7. Display assertiveness. 8. Demonstrate a willingness to learn. 9. Identify the value of maintaining regular attendance. 10. Apply ethical reasoning.
K. Demonstrating Technological Literacy	1. Demonstrate basic keyboarding skills. 2. Demonstrate basic knowledge of computing. 3. Recognize impact of technological changes on tasks and people.
L. Maintaining Interpersonal Relationships	1. Value individual diversity. 2. Respond to praise or criticism. 3. Provide constructive praise or criticism. 4. Channel and control emotional reactions. 5. Resolve conflicts. 6. Display a positive attitude. 7. Identify and react to sexual intimidation/harassment.
M. Demonstrating Teamwork	1. Identify style of leadership used in teamwork. 2. Match team member skills and group activity. 3. Work with team members. 4. Complete a team task. 5. Evaluate outcomes.

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Printed by the Authority of the State of Illinois • September 2002 1.545 0306-43 No. 270

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EFF-089 (1/2003)